Prequalification Cycle Time
Human Relations Commission

LouieStat

KPI Owner: Tony Seay	Process: Monitoring Equal Access Programs

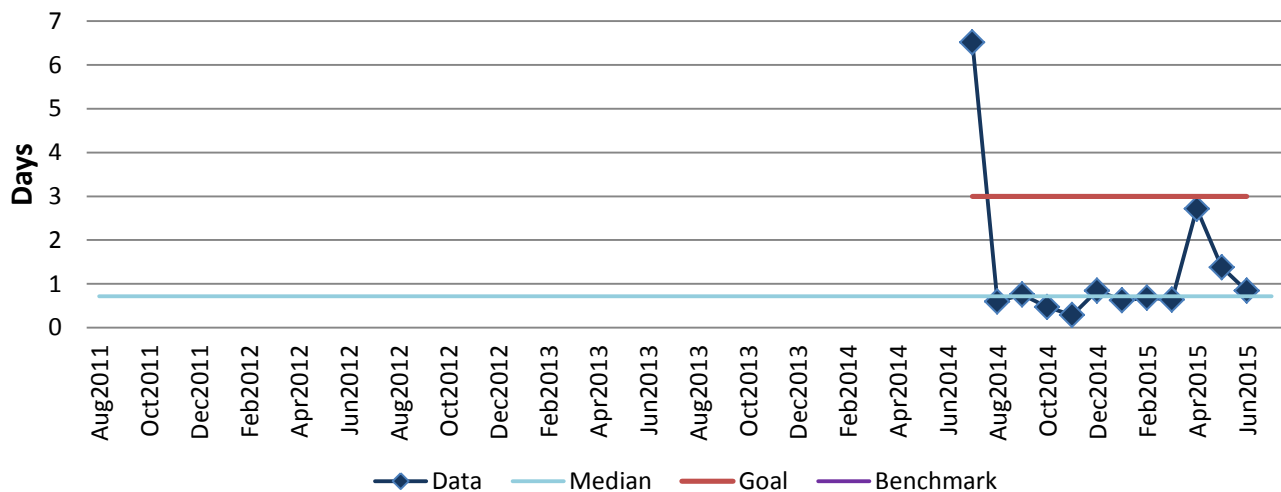| Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: >= 3 days average Benchmark: TBD	Data Source: CCCS Goal Source: Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Length of days it takes until prequalifications are approved Why Measure: Evaluate efficiency of our process to best serve Metro vendors Next Improvement Step: TBD

How Are We Doing?

Jul2014-Jun2015 12 Month Goal	Jul2014-Jun2015 12 Month Actual		Jun2015 Goal	Jun2015 Actual	
3	**1**	🚦 (green)	**3**	**1**	🚦 (green)
Days	Days		Days	Days	

Prequalification Cycle Time

Good ↓

Legend: Data · Median · Goal · Benchmark

The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.